Goskills

Navigating Ambiguity

GoSkills online course syllabus

Skill level
Beginner

Lessons
21

Pre-requisites
No prior experience needed

Video duration
51m

Estimated study time
51m 49s

Instructor
Eric Zackrison

Introduction

1 Ambiguity is everywhere

In today's world, you're constantly surrounded by ambiguity - but that doesn't have to be as scary as it sounds.

Why Is Everything So Ambiguous?

2 Language is not precise

Language is complicated and messy, so it's only natural that it can lead to misunderstandings.

3 Perception, biases, and interpretation

It's common for people to think that their observations are objective, but based on bias, they can be inherently subjective.

4 Communication is hard

Communication is complex and includes so much more than just speaking and hearing.

5 Ambiguity vs. uncertainty

It's easy to confuse ambiguity and uncertainty, but they are distinct challenges that require their own solutions.

In Interpersonal Relationships

6 Don't make assumptions

Assumptions are at the base of much ambiguity and can cause all sorts of conflict.

7 Ask questions

One of the easiest and quickest ways to reduce ambiguity is to ask questions.

8 Setting expectations in relationships

If you're able to clearly outline your expectations, you can avoid the challenges offered by ambiguity before they even start.

9 Strong relationships rely on clarity

It can be easy to think you might not need to clarify things with people you're close to because of how well you know them, but this isn't true.

Resolving Role Ambiguity

10 What does my job description say?

Ambiguity on the job can start with job descriptions.

11 Negotiating your role

Your job description may not always provide you with enough insight to understand your role.

12 Setting expectations at work

What coworkers expect of each other does not always align with what they actually do.

13 What does my boss want?

If you can't understand what's being asked of you, and feedback doesn't feel clear, you're likely immersed in a ton of frustration.

Task Or Decision Ambiguity

14 Do your research

If ambiguity is based in uncertainty, the best path forward is to gather data to help you make an informed decision.

15 Talk to people

Even if something feels clear to you, it might not be clear to others.

16 Reflect on the past

When you're really struggling or feeling trapped or confused, looking backwards on how you've resolved issues previously can be a huge help.

17 Experiment to find solutions

Sometimes, the best option is to just try. After this lesson, you'll be able to approach experimentation in ways that can help overcome ambiguity.

When Ambiguity Is Okay

18 Fostering empowerment

When you want those around you to feel empowered, giving them opportunities to figure it out themselves can help.

19 Fostering learning

One of the best ways to learn is to experiment and make mistakes.

20 Understanding equifinality

There are more ways to get to the same point, and that is okay.

Conclusion

21 Embrace the ambiguous

Thanks for watching this course!

Go to GoSkills.com